

In the Claims:

FF 1. (Currently Amended) A system for providing an automatic telephone call back ~~from a request transmitted over a data path from a data terminal located at a first location, said request including call back data including at least a telephone number to be dialed, said system~~ comprising:

a first location including a data terminal and a telephone both connected to a telephone network, said data terminal generating a call back request requesting a call back to said telephone over said telephone network;

a data path interface, coupled to said data telephone network path, for receiving said request over said telephone network data path, for identifying said call back data from said request, and for placing said call back data into at least one call record store; and

an automated dialer system, located at a second location remote from said first location and coupled to said data path interface, and responsive to said at least one call record store, for automatically retrieving telephone numbers to be dialed from said call record store, and for processing said telephone numbers as an outbound telephone call campaign; and

means for causing said automated dialer system to substantially immediately dial said telephone number to be dialed over said telephone network and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal; ~~wherein said data path may be established using any of a direct data path, a global computer network, or a telephone network.~~

2. (Previously Cancelled)

3. (CancelledOriginal) ~~The system of claim 1 wherein said data path is established using a global computer network and a telephone network.~~

4. (Original)The system of claim 1 wherein said request further includes customer account identifying indicia.

5. (Original)The system of claim 1 wherein said call back data further includes a time to call back.

6. (Original)The system of claim 1 wherein said request further includes a message.

7. (Original)The system of claim 6 wherein said message includes a voice message.

8. (Original)The system of claim 6 wherein said message includes a textual message.

9. (Original)The system of claim 6 wherein said message includes a series of DTMF tones.

10. (Original)The system of claim 1 wherein said data terminal is a digital computer and said transmitted data includes digital data.

11. (Original)The system of claim 1 wherein said automated dialer system further includes a call scheduler, responsive to said at least one call record store, for ordering and scheduling said telephone numbers to be dialed.

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12. (Original) The system of claim 11 wherein said automated dialer system further includes a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers.

13. (Currently Amended) A system for providing a telephone call back from a request ~~transmitted over a global computer network from a data terminal located at a remote location, said request including call back data including at least a telephone number to be called, said system comprising:~~

a first location including a data terminal and a telephone both connected to a telephone network, said data terminal generating a call back request requesting a call back to said telephone over said telephone network;

_____ a data path interface, connected to said telephone global computer network, for interfacing with said telephone global computer network and receiving said request over said telephone network global computer, for identifying said call back data from said request, and for storing said call back data including said at least one telephone number in a call record store; and

an automated dialer system, responsive to said call record store, for retrieving said telephone numbers in said call record store and automatically calling said telephone numbers over said telephone network, said automated dialer system including:

a call scheduler, for ordering and scheduling said telephone numbers;

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a predictive dialer, responsive to said ordered telephone numbers, for initiating dialing of each of said ordered telephone numbers as scheduled over said telephone network, and for connecting an answered call to a telephone of an available agent of a pool of agents coupled to said automated dialer system; and

means for causing said call scheduler and predictive dialer to substantially immediately dial said telephone number to be dialed and for substantially immediately and continuously redialing said telephone number to be dialed each time said telephone number dialer detects a busy signal.

14. (Original)The system of claim 13 wherein said predictive dialer includes a call pacer that paces dialing of said telephone numbers according to a call pacing algorithm.

15. (Currently Amended~~Original~~) The system of claim 13 wherein said data path interface interfaces said ~~global computer~~ telephone network to agent terminals connected to said automated dialer system.

16. (Original)The system of claim 13 wherein said request

further includes customer account identifying indicia.

17. (Original) The system of claim 13 wherein said call back data further includes a time to call back.

18. (Original) The system of claim 17 wherein said call scheduler is responsive to said time to call back, for scheduling dialing of said at least one telephone number at approximately said time to call back.

19. (Original) The system of claim 13 wherein said call scheduler schedules at least one of said telephone numbers for immediate dialing.

20. (~~Original~~ Currently Amended) The system of claim 13 wherein said call back data is transmitted over said ~~global~~ telephone computer network using a CGI script.

21. (Currently Amended ~~Original~~) The system of claim 13 wherein said call back data is transmitted over said ~~global~~ computer telephone network using a JAVA language script.

22. (Currently Amended) A method for providing a telephone call back from a request made by an inquiring party at a remote location, said remote location including a data terminal and a telephone both connected to a single telephone line ~~wherein said request includes call back data transmitted over a data path from a terminal at said remote location, said call back data including at least a telephone number to be dialed, said method comprising the steps acts of:~~

receiving said request transmitted from said data terminal at said remote location;

identifying ~~said~~ call back data from said request including at least one telephone number to be dialed, said telephone number associated with said telephone at said remote location;

placing said call back data into a call record store;

retrieving said telephone numbers to be dialed from said call record store;

scheduling said telephone numbers to be dialed substantially immediately;

automatically dialing ~~each of~~ said telephone numbers as scheduled over a said telephone line using a predictive dialer ~~and continuously redialing any of~~ said telephone numbers

each time a busy signal is detected; and

connecting said telephone line to a second telephone of an available agent of a pool of agents, if an answer is detected.

23. (Currently Amended~~Original~~) The method of claim 22 further including the step act of attempting to immediately connect said inquiring party to an available agent over said ~~data path~~ telephone line.

24. (~~Original~~Cancelled) ~~The method of claim 22 wherein said data path is established using a global computer network.~~

25. (~~Cancelled~~Original) ~~The method of claim 24 further including attempting to immediately connect said inquiring party to an available agent over said global computer network.~~

26. (Currently Amended~~Original~~) The method of claim 22 wherein ~~at least one of said telephone numbers~~ is scheduled for an immediate call back.

27. (Currently Amended~~Original~~) The method of claim 22

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further including the ~~step~~act of adding at least one of said telephone numbers to a future call campaign, if no connection is made.

28. (Currently Amended~~Original~~) The method of claim 22 wherein said call back data includes at least one time to be called back, wherein said telephone numbers ~~are~~is scheduled according to said time to call back.